General Services Administration

Federal Acquisition Service

National Capital Region

DESIGNATED AGENCY REPRESENTATIVE (DAR)

GUIDELINES

FOR

Washington Interagency

Telecommunication System 3 (WITS 3)

I. BACKGROUND

The General Services Administration Federal Acquisition Service's WITS 3 contract is a multiple-award indefinite delivery vehicle; the implementation and ordering procedures established are subject to the regulatory requirements of the Federal Acquisition Regulation (FAR).

Pursuant to FAR Subpart 16.5, and with limited exceptions, all orders over \$3,000 must have a Fair Opportunity (Contract Section H.21) assessment documented and signed by an agency Contracting Officer (CO). Since agencies may place thousands of WITS 3 service orders that exceed \$3,000, they must have a mechanism that will enable them to manage and administer the workload associated with this large volume of telecommunications orders. In order to ensure that the ordering process is timely, efficient, follows procurement regulations, and allows the agencies to meet mission requirements, additional trained individuals have been identified, who can assist the agency contracting officers and telecommunications managers in responsibly meeting their day to day requirements.

II. PURPOSE

This document provides guidance in the establishment of titles, roles, and responsibilities of telecommunications services (appointing, authorizing) and ordering officials. Specific questions associated with the ordering requirements particular to the WITS 3 contract should be directed to the responsible GSA Account Representative.

III. SCOPE

These guidelines apply to individuals who have been appointed as Designated Agency Representative Administrators (DARAs) and Designated Agency Representatives (DARs), who have been authorized, in accordance with agency regulations and policies, to appoint, authorize, and to place service orders for telecommunications services via an obligating document against the WITS 3 contract. The WITS 3 contract specifies that the contractor may only accept orders from authorized personnel. In addition, these guidelines also apply to the Agency's Appointing Authority.

Agencies may establish more stringent guidelines, standards, or procedures to meet specific agency regulatory, policy, or procedural requirements. In addition, agencies may refine the provisions of this document for specific activities within their purview, as long as the provisions are in conformance with this document, the contract requirements, and any other applicable policies and laws.

IV. Designated Agency Representative Administrator (DARA)

A. DESCRIPTION

The DARA shall be an employee (not a contractor) of a Government agency (preferably a Contracting Officer) who appoints, tracks, disseminates, and maintains an up-to-date listing of all DARs and their ordering authority specific to the agency.

B. ROLES AND RESPONSIBILITIES

The DARA maintains a list of DARs authorized to place service orders on the WITS 3 contract, the agency Billing Account Code(s) (BAC) against which they can order, type of service(s), dollar limit, and any other limits placed on their ordering authority. The DARA will ensure that the DAR List and User Registration spreadsheet is maintained in accordance with the procedures outlined in the WITS 3 contract. The DARA shall provided copies of the list to the GSA Contracting Officer and the WITS 3 contractors. A new list will be generated and forwarded with every change to the DAR Listing. A sample of the DAR List and User Registration Spreadsheet can be found in Appendix C.

The DARA will obtain BACs from GSA. The DARA will assign BACs to the DARs and ensure that the distributed DAR List reflects the most updated BAC listing for each DAR.

DARAs provide necessary instruction to DARs to (1) ensure that DARs are fully aware of the Agency's requirements and those limitations placed upon their ordering authority and (2) understand the Agency ordering procedures specific to the contract for which DAR authority has been provided them.

C. APPOINTMENT

The DARA must be appointed by the Agency's Appointing Authority, usually the agency/organizational head or authorized signatory for the agency's procurement, or an individual with commensurate authority as the Agency Appointing Authority. The appointment shall be in accordance with agency regulations and policies. Appointments shall be in writing on agency letterhead and the Appointment Letter for each DARA must be addressed to the selected WITS 3 contractors with a copy to the GSA Contracting Officer. The appointment letter, as shown on the WITS 3 website, shall specify the DARA's name, phone number and email address, this information must be included for any Alternate DARA(s), as well. The appointment letter should also identify the agency BACs, if available, for which the DARA is authorized to appoint DARs, the Agency and Bureau name for whom the

DARA has authority, and the WITS 3 contractor(s) to whom the Agency sent the appointment notification. A sample appointment letter can be found in Appendix B.

Based upon an agency's structure there may be more than one DARA. The agency appointing authority shall ensure that the GSA Contracting Officer is apprised of any DARA designation(s) and any subsequent changes to the designation. Agencies should pay special attention to requirements for DARAs during continuity of operations (COOP) and consider appointing a DARA who is designated as emergency essential personnel and part of their COOP staff.

DARAs may also be appointed to function as DARs.

V. DESIGATED AGENCY REPRESENTATIVE (DAR)

A. DESCRIPTION AND RESPONSIBILITIES

Agencies have authority to appoint individuals who are authorized to place service orders utilizing an obligating document issued against the WITS 3 contract for their agency, consistent with the Fair Opportunity Decision (see Contract Section H.21) signed by the Agency Contracting Officer. The WITS 3 contract refers to these individuals as Designated Agency Representatives Administrators (DARAs) and Designated Agency Representatives (DARs).

The DARA is responsible for issuing a letter of appointment to assign each agency DAR. The DAR is responsible for performing in accordance with the terms and conditions of the contract, in compliance with any rules, regulations, and conditions promulgated and enforced by their agency, as well as with any limitations/authorities specified in the DAR appointment letter.

DARs must complete the DAR training offered by the contractors as specified in Section C.3.6.2 of the WITS3 Contract, and ensure that a valid obligating document is in place before authorizing service orders through from the WITS 3 Operational Support System (OSS). DARs that do not choose to use the contractor's OSS can choose to authorize service orders directly through the contractor by fax or email, upon their verification that a valid obligating document is in place. The DAR shall be responsible to the Agency they represent, in accordance with the referenced Contract, the Agency's policy and procedures, and the Federal Acquisition Regulation (FAR) or applicable regulations.

DAR responsibilities are as follows:

- Be familiar with the terms and conditions of the referenced Contract,
- Ensure that a valid obligating document is in place before placing a service order
- Ensure funds are available on the obligating document to fund the service order
- Keep current on contractual service ordering procedures.
- Meet all appropriate Contract automated system security safeguards, such as access to ordering and billing systems.
- Comply with all appropriate Agency standards of conduct.
- Obtain price quotes for WITS 3 services and features.
- Ordering WITS 3 related Customer Premises Equipment (CPE) from the contractor via Contract Line Item Numbers (CLINs) or Other Direct Cost (ODCs).

- Placing a service order electronically to add, change, cancel, or disconnect services.
- Add or change the features, calling privileges, telephone number or other line attributes than can be changed via "soft" reconfigurations.
- Calling the contractor to the site for WITS 3 related operational support.
- Obtaining status reports from the service order tracking system.
- Accepting or rejecting a service order or part of a service order.
- Reconciling a WITS 3 invoice.
- Initiating and tracking billing disputes.
- As required, placing and tracking trouble reports for routine and emergency troubles
- Identifying and preventing WITS 3 fraud.
- Using the contractor's security services.
- Responsible for reporting any changes to their customer profile to GSA Customer Account Portfolio Team (CAPT) (i.e. DAR change, billing address, add/remove BAC, etc.)
- DARS are responsible to the Agency they represent in accordance with the referenced Contract, the Agency policy and the Federal Acquisition Regulation (FAR) or applicable regulations

The DAR shall promptly notify their agency DARA should they no longer be performing the functions of a DAR, be reassigned from their present position, or become separated from their current employment/Government service, in order to facilitate the training/appointment of their successor. The DARA must submit the appropriate removal form to the contractor. DAR appointments are not transferable. The appointment shall automatically terminate on the date of separation from employment/Government service. Contact the DARA regarding any issues/concerns with the contractor.

B. APPOINTMENT

No single, specific classification series or grade level is required for this appointment. It is left to the discretion of each agency to appoint the DARs based upon that agency's own requirements and the experience, training and technical expertise deemed necessary to fulfill the agency's needs. Agencies should pay special attention to technical expertise and requirements for DARs during continuity of operations (COOP) and consider appointing an appropriate number of DARs who are part of COOP staff.

All DARs must be appointed by the DARA and in accordance with agency regulations and policies. Appointments shall be in writing and the appointment letter for each DAR must be addressed and forwarded to the selected WITS 3 contractor. The appointment letter shall specify the Agency's name, the name of the DARA, the DARs' name(s), phone

numbers and email addresses, and agency billing account codes (BAC) for which each DAR is authorized to place service orders, and any restriction of the type, dollar value, geographic location or other limitations placed on the DAR by the agency. A sample of the appointment letter can be found in Appendix B.

C. REQUIRED TRAINING

It is the responsibility of each agency to ensure that each DAR has completed appropriate training, and has the necessary skills and technical expertise to carry out the duties assigned. The contractors offer training to WITS 3 Customers in the three categories listed below. Within each category, there are courses available to meet the needs of users at various levels:

COURSES

OSS Training

- COR/COTR
- DAR (Order Entry and Authorization)
- Read Only
- Authorization Only

General User Training

- End User
- Government Trainer (Train-the Trainer)
- Government Executive

In addition to the half-day End User class, customized training and documentation are available to WITS 3 users on the functionality of various stand-alone and Central Office-based CPE associated with voice telephone sets, as well as voice mail.

Professional Training

- Fundamentals of Telecommunications
- Fundamentals of Data communications
- Emerging Technologies
- Basic Wireless

Appendix A: Sample Appointment Letter for DARA

Ms./Mr. [fill in name] Manager, Government Contract [Contractor's name and address]

RE: Appointment of WITS 3 Designated Agency Representative (DAR) Administrator

Dear Ms./Mr. [fill in name]:

The purpose of this letter is to notify [fill in contractor's name] of the [new or change in] appointment of [fill in name] as our Agency's DARA. This delegation of authority shall not exceed the bounds of the authority stated in the contract.

[DARA's name] is the only official with [Agency name] signature authority to assign DARs as agents to place service orders with your business office against the WITS 3 contract. The service orders must reference a valid obligating document. You may contact the DARA by phone, [fill in phone number], or email, [fill in email address]. This supersedes all previous signature authority notification.

[Identify any alternate DARA(s), if appointed, and same information as paragraph above.]

This letter fulfills [Agency name] requirements in accordance with the GSA WITS 3 contract, Sections C and G (See Sections 3.2.2, G.1.1, G.1.1.6 and G.1.1.7 of the WITS 3 contract for examples). Please be reminded that [contractor's name]is not to accept telecommunications service orders, changes to service orders, or any other service requests by [Agency name] personnel except as authorized by the DARA appointed herein. Should you have any questions, please contact [POC name and number].

Sincerely,

[Name]
Agency Appointing Authority
[Agency]

cc: GSA Contracting Officer

Appendix B: Sample Appointment Letter for DAR

Ms./Mr. [fill in name]
[Title] (preferably the Manager, Government Contracts)
[Contractor's name and address]

RE: WITS 3 Designated Agency Representative (DAR) Notification

Dear Ms./Mr. [fill in name]:

The purpose of this letter is to notify [fill in contractor's name] of the [new or change in] appointment of [fill in name or refer to enclosed list] as our Agency's DAR personnel. This delegation of authority shall not exceed the bounds of the authority stated in the contract.

The DAR is (are) responsible for the administration of the service orders issued under this contract and for accepting WITS 3 services and CPE on behalf of the agency. The DAR(s) for each agency will be identified by the Agency's DARA and will be subject to the rules, regulations, and conditions promulgated and enforced by that agency and the terms and conditions of the contract. The specific authority grated to each DAR is authorized by the DARA and provided herein.

This supersedes all previous signature authority notification. The enclosed list of authorized DARs has been refreshed and supersedes all previous lists submitted on behalf of [Agency name].

This letter fulfills [Agency name] requirements in accordance with the GSA WITS 3 contract, Sections C. and G (See Sections C.3.2.2, G.1.1, G.1.1.6 and G.1.1.7 of the WITS 3 contract). Please be reminded that [contractor's name] is not to accept telecommunications service orders, changes to service orders, or any other service requests by [Agency name] personnel except as authorized herein. Should you have any questions, please contact [POC name].

Sincerely,

[Name]
Designated Agency Representative Administrator [Agency Name]

Appendix C: Sample DAR List and User Registration Spreadsheet for DAR Administration

The file embedded below is provided as an example. Usage of the below list is discretionary. Any list prepared by the DARA must identify below information, at a minimum.

DAR Appointment Date	DA R Last Name	DAR First Name	DAR Title	Email Address	Agency	Bureau or Division	Telephone	BAC	Dollar Limit	Service Address	Access Authorization
				_							
				_							
				_							
				-							
				_							

APPENDIX D: WITS 3 APPLICATION PACKAGE LIST

DAR Appointment Letter on agency letterhead. Certification that DAR has completed training on DAR roles and responsibilities.

- Roles & Responsibilities shall be listed in document.
- DARA shall maintain a list of their agencies DAR(s). Dollar threshold per DAR, work site location and BAC's, assigned to DAR's.

DAR appointment Letter shall provide:

- 1. List of BAC's assigned to the DAR.
- 2. List of Dollar Authority by DAR.
- 3. Identify DAR's type of access, (Read only, Full, Order enterer)
- 4. Agency Organization
- 5. Date DAR added to list, (effective date of appointment).
- 6. DAR Name
- 7. DAR E-mail address
- 8. DAR Telephone Number
- 9. Must contain check box indicating _____ DAR on-line certificate of training completion. (3 levels of training must be identified.)
- 10. Agency Bureau Code
- 11. Hierarchy Code
- BAC Request form utilizing WITS2001 Billing Account Code (BAC) form modified:
- To be addressed to GSA, and must contain the following:

Client Profile information for billing.
Selection for centralized or direct billing

- Billing address
- Agency Bureau Code
- Pay-station Code
- Work site address
- Location code/number
- A separate application for each BAC request
- Block at top of the form for BAC assignment.
- WITS 3 Application Form
 - WITS Customer Account must identify Contractor Options -Level 3, Verizon or both)
 - 2. Must identify Add/Delete/Change options

WITS 3 ACCOUNT APPLICATION FORM

US General Services Administration (GSA) National Capital Region Federal Acquisition Service WITS 3 Accounts Team 7th and D Streets SW, Washington, DC 20407 Voice: 202 708-7700 Fax: 202-692-3502

E-mail:WITS3.Accounts@GSA.GOV

Room: 6040

Thank you for choosing WITS 3. Please be reminded that the **Fair Opportunity** selection must be conducted prior to the submission of this form. Please complete the information below to become a WITS 3 customer or to convert billing options (centralized to direct or direct to centralized). If you need help filling out this application, please contact the GSA Customer Account Management Center (CAMC). Upon completion, please fax, mail, or e-mail the form to the GSA CAMC, using the information above. If faxing or mailing, remember to sign and date below. If using e-mail, type "e-mail acknowledgement" in the signature block below and include the date.

Department of Defense Customers, please use DoD forms by referencing URL: https://secureapp2.hqda.pentagon.mil/dtsw_cms/library/Forms.cfm or contact your DTS-W Account Manager.

"Initial" submission of a WITS 3 Application to the Contractor by a new WITS 3 Customer

Establish New WITS 3 Customer Verizon Level 3

[GSA Revenue Management Center (RMC)	will assign billing Accou	ni Codes (BACS).
Billing Option for New Customer: below)	Centralized	Direct (choose media
Centralized Billing: Contractor invoice Direct Billing: Contractor invoices cus		stomer.
(See WITS 3 Contract, Section C.3.4 a		tract/co_crp.aspx.)
Convert Existing WITS 3 Customer f •Existing BACs Converting to Dir		Direct Billing
Convert Existing WITS 3 Customer f •Existing BACs Converting to Ce		
Choose Media for Direct Billing only •Paper •Web Access	`) ect ASCII or Flat File
CLIENT PRO	FILE INFORMATI	ON
(Please complete the following and sig	n below for all applicatior	ns and billing conversions.)
AGENCY (INCLUDE BUREAU/DIVISION):		
AGENCY BUREAU CODE (ABC):		
Four-digit numerical code assigned by the Departme	ent of the Treasury)	
AUTHORIZING OFFICIAL/ DARA:	,	
Print Name of DARA.)		
Fitle:		
Street Address/Room/Floor:		
City/State/Zip:		
Phone:	Fax:	
E-mail:		
SIGNATURE:	DATE:	
AUTHORIZING OFFICIAL/DARA		

WITS 3 ACCOUNT Application FORM (CONT'D)

AGENCY BILLING INFORMATION

(Please complete the following and sign below for all applications and billing options.)

BILLING AGENCY NAME:	
(Agency responsible for invoice payments)	
BILLING AGENCY CONTACT NAME:	
(Agency Point of Contact for billing issues/information)	
Title:	
STREET ADDRESS/ROOM/FLOOR:	
CITY/STATE/ZIP:	
Phone:	Fax:
E-MAIL:	I un
AGENCY FINANCE OFFICER:	
(Budget/Certifying Officer / Billing Agency Official with authority to availability)	certify that funds are appropriate and available / subject to
Title:	
Phone:	Fax:
E-MAIL:	
CENTRALIZED BILLING (Please complete the following for o	
BILLING AGENCY BUREAU CODE (ABC): (Please include the Billing ABC even if it is the same as ABC unde	er Client Profile Information.)
PAY STATION SYMBOL:	· Charle i rome in contractority
 (Eight-digit unique number assigned by the Dept. of Treasury that	GSA needs in order to electronically extract funds)
FUNDING CODE:	·
(Provide if required by your Agency. Provide if you want this code Also referred to as line of accounting, accounting classification, or	
BILLING OFFICE ACCOUNTING CODE (BOAC):	and oney
(For Agencies with ABC of 47XX)	
FED CODE:	
(For Agencies with ABC of 47XX)	
· · · · · · · · · · · · · · · · · · ·	
FOR contractor USE ONLY	
BILLING ACCOUNT NUMBER (BAN)	BAC
	
V 0.0 L TVO V 0.0 OVD VVD 077 77 77 77 77 77 77 77 77 77 77 77 77	
LOCATION GROUP NUMBER (LG) DAR	